GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:106
ANSWERED ON:16.11.2016
Quality Council of India
Mani Shri Jose K.

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government has asked Quality Council of India to suggest structural changes in top 20 grievance-prone ministries to address the root cause of grievances received from the public and if so, the details thereof;

(b) whether the Quality Council has observed that the Railways, Telecom, Department of Financial Services and CBDT remain the most complaint-prone departments of the Central Government; and

(c) if so, the steps being taken by the Government to strengthen the grievance redressal mechanism in these departments?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)
(a): Yes, Madam. Government has entrusted Quality Council of India (QCI) to conduct an analysis of the grievances received in Centralized Public Grievance Redress and Monitoring System (CPGRAMS) relating to 20 Ministries/Departments/Organizations. Key issues have been identified department-wise for initiating systemic reforms.
(b): The QCI Study for the period 1st January, 2012 to 19th August, 2015 has identified Railways, Telecom, Department of Financial Services and CBDT as among the top few Departments receiving large number of grievances.
(c): The Grievance Analysis Reports have been duly circulated to the concerned Ministries/Departments/Organizations including Railways, CBDT, Telecom and Financial Services and grievance disposal is being regularly monitored. Respective Departments have taken up reforms like automatic refund on cancellation of tickets, single window pension through disbursing banks, intensive mechanized cleaning of coaches, e-verification of income tax returns, expeditious income tax refunds up to 50,000/- among other reforms.

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